

Share Your Electronic Health Records (EHR) to Get Your Insurance Policy Issued Faster

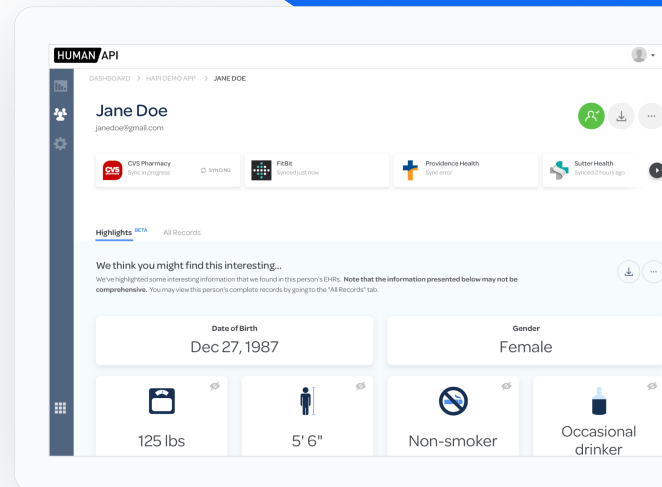
Congratulations! You're only a few steps away from getting your application processed.

What's next?

Your advisor has partnered with **Human API** to give you a simple way to release your medical records electronically, to help you get your policy faster.

Can't you just retrieve my medical records for me?

Yes, but the traditional process of requesting and retrieving medical records can add weeks (and sometimes months!) to the process. Meanwhile, it only takes a few minutes on average to share your electronic health records.



About Human API

Human API is a health technology company that gives consumers a simple way to share EHR data with the businesses that need them. Rather than rely on manual processes that involve phone calls, faxing, or mailing, Human API retrieves medical records digitally. For more information, visit our website at www.humanapi.co.

How It Works

My Digital Records, powered by Human API, offers a simple online experience where you can authorize the release of your Electronic Health Records by connecting your **patient portal accounts**.

1 Visit the link that was sent to you by your advisor.

In your web browser, go to the URL that your advisor should have given you. It should look something like:

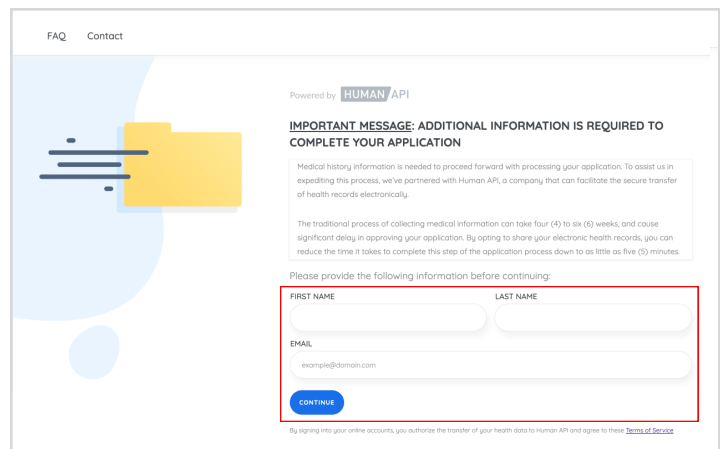
<http://mydigitalrecords.com/CustomName>



2 Enter your information.

Enter your First Name, Last Name, and Email Address to get started.

Pro Tip! Make sure to have your patient portal login credentials on hand! You're going to need them in order to connect your accounts.



<http://mydigitalrecords.com/>

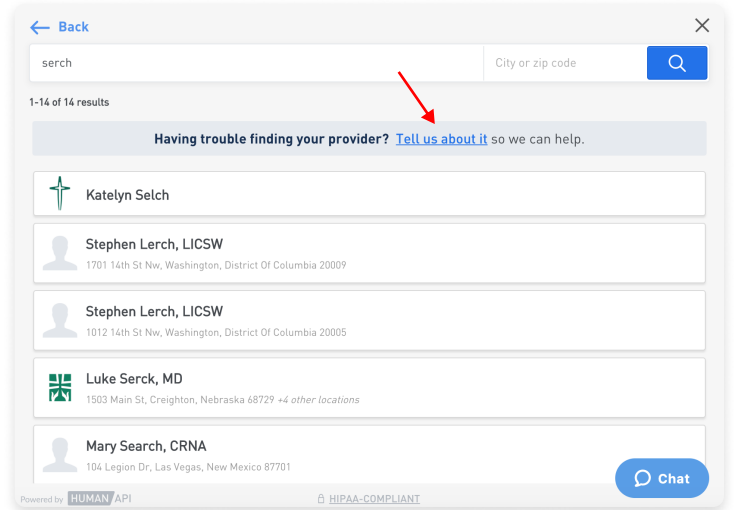
What's a "patient portal"?

Patient portals are websites or mobile apps that allow patients to interact with their healthcare providers (schedule appointments, send messages, etc.) and view electronic health records.

3 Search for a provider.


Search for a health system (recommended), a hospital/clinic, or a physician to find your patient portal.

If you are having difficulty finding your provider, click on the “Tell us about it” link located above the list of search results.



Search Results

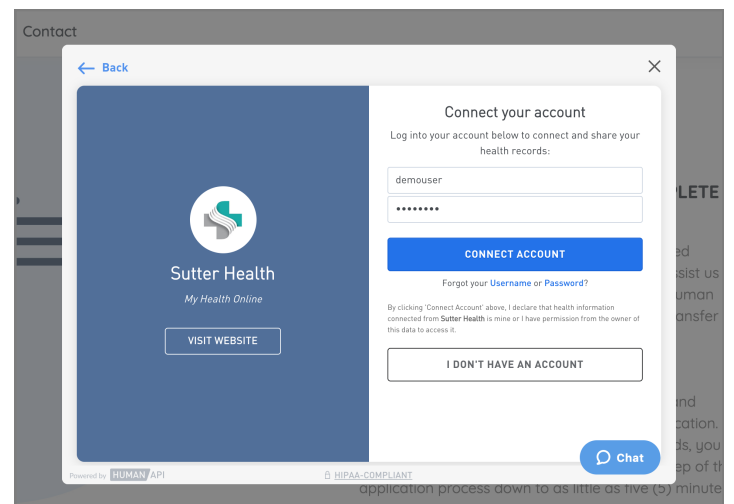
Need help?

If you need assistance at any point during the process, we encourage you to utilize the Live Chat feature by clicking on the  button, located on the bottom right corner of the popup window. Our dedicated support team is available to help on business days during the hours of 9 AM - 8 PM EST.

4 Connect your account.

Enter your patient portal login credentials to connect your account and authorize the release of your electronic health records.

Note: If you don't have login credentials and need help creating a new patient portal account or need help recovering your login credentials, just click on the Chat button in the lower right corner of your screen and a member of the Human API support team will help guide you.

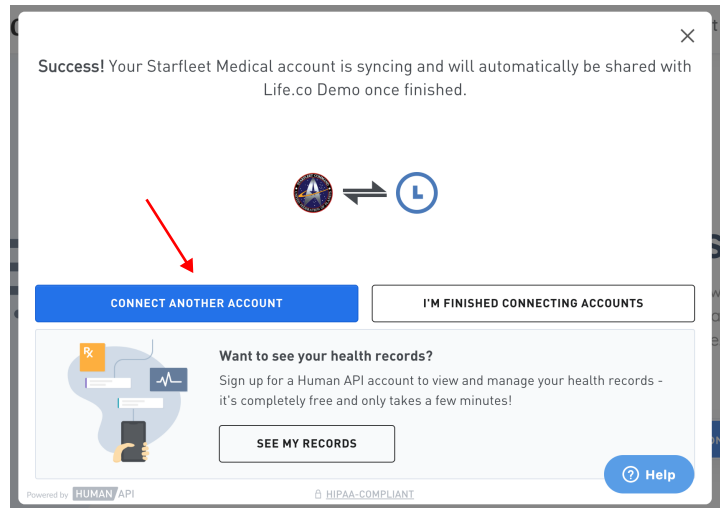


Authorization page

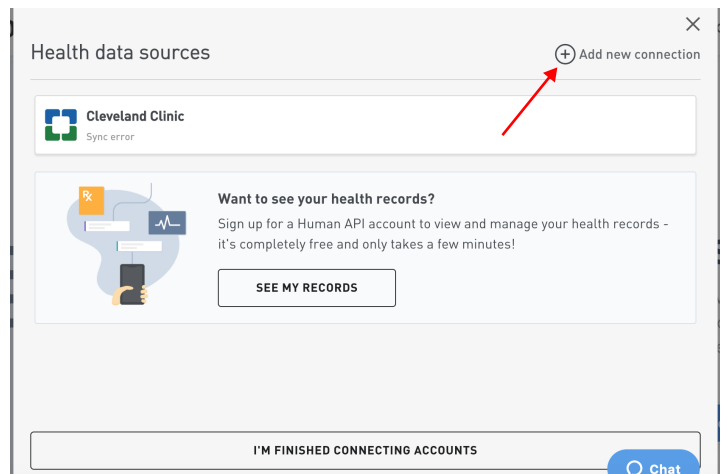
5 Connect more accounts.

If you have additional patient portal accounts that you'd like to connect, click on the **“Connect Another Account”** button from the Success page, then **“Add new connection”** from the Wallet page. Repeat steps 3 and 4 to connect another account.

Once you've connected all of your accounts, close out of the popup window and you're done!



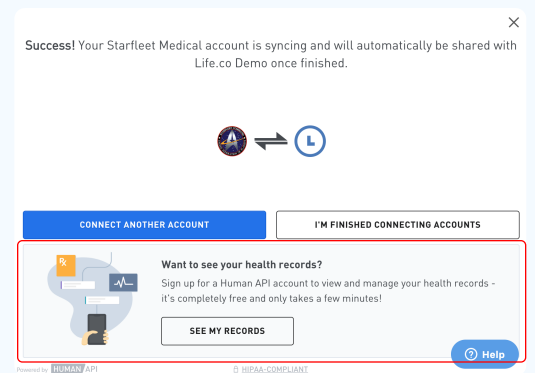
Success page



Wallet page

Optional: View your health records

If you would like to download a FREE copy of your electronic health records, you may sign up for a Human API account. Simply look for the box highlighted in the red (see right) after connecting an account and click on “See my records” to be taken to <https://my.humanapi.co>, where you can view and manage your health data.



What if I don't have a patient portal account?

No problem! As long as your provider has a patient portal in place, you should be able to create an online account. Once you have found and selected your provider in Human API's network, look for the "I don't have an account" button and follow the instructions to register for a new account.

What username and password should I enter to authorize my provider?

You should enter the username and password you use to log into your provider's patient portal. Any other credentials will not work.

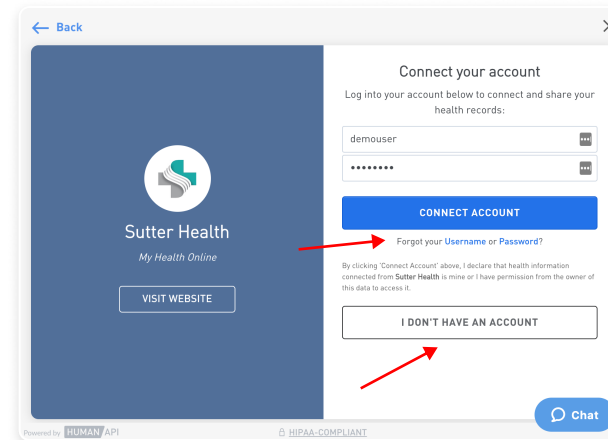
If you haven't created an account in your provider's system yet, you can create a new username and password. Most healthcare providers in the U.S. already have electronic health record systems in place, so you should be able to create a new profile quickly.

What if I forgot my username and/or password?

If you don't remember your username or password, follow the "Forgot Username or Password" links that are conveniently located on the authorization page, right below the "Connect Account" button. This should take you directly to your provider's website, where you will be able to reset your username or password.

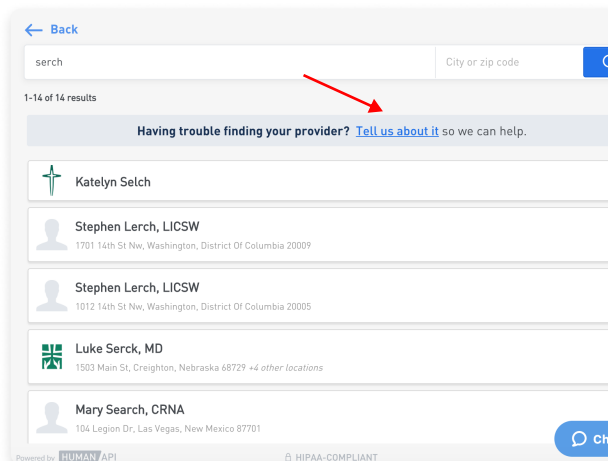
What if I can't find my provider?

If you can't find your provider, click on the "Having trouble finding your provider?" link and leave more details about your provider. Human API is regularly adding providers to their network and they will notify you once your provider is added if you leave your email address.



If you forgot your username and/or password, you can follow either of the links on the authorization page.

If you don't have a patient portal account, look for the "I don't have an account" button on your provider's authorization page to register for a new account through your healthcare provider's patient portal.



Click on "Tell me about it" if you can't find your provider.

I visit more than one medical provider. Can I authorize multiple providers?

Yes! You can authorize multiple providers by clicking the “Add new connection” button after you’ve authorized your first provider, then repeat the process to authorize another provider.

Can I revoke access to my medical records?

Yes, you can disconnect a provider to revoke access at any time by selecting a provider from the Wallet screen, then clicking on “Disconnect”.

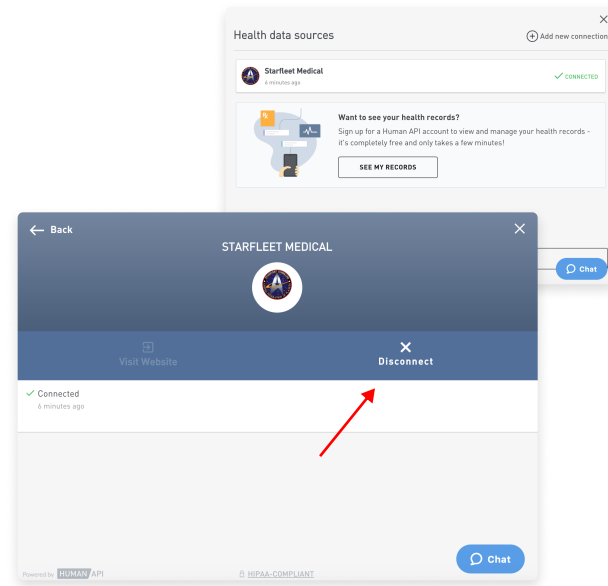
Can I get a free copy of my medical records?

Yes! To view a copy of your medical records, look for the panel that says “Want to see your health records?”, which will appear after you’ve successfully authorized at least one provider, then click on “See My Records” to sign up for a Human API account.

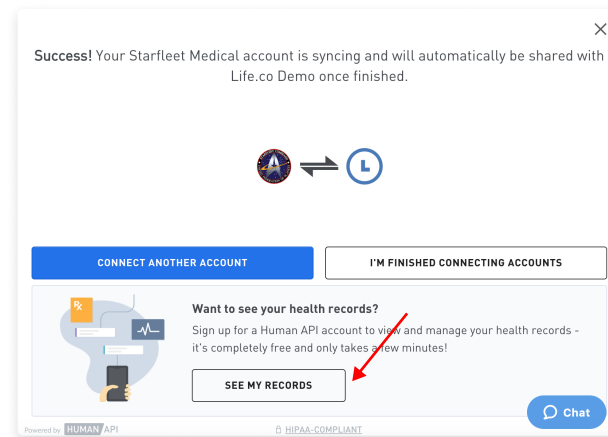
With a Human API account, you will be able to view a timeline of your medical records as well as download a PDF copy of your record. Additionally, you will be able to see and manage who you are sharing records with and what you are sharing with them.

If I feel there is a discrepancy or error in my health records, how do I dispute that?

Human API retrieves your medical records directly from your healthcare provider’s portal, and we do not modify any data. If you feel there is discrepancy or error in your data, please contact your provider directly to have the data corrected.



To revoke access to your medical records, select a provider from the Wallet screen (top right), then click on “Disconnect” (bottom left).



To view a copy of your medical records, look for the “See My Records” button and sign up for a Human API account.

Will my data be sold to a third party?

No, your data is not sold or shared with any non-related 3rd party companies. Your Electronic Health Records (EHR) will only be used for underwriting your Life Insurance Policy.

Will my data be secure?

Human API maintains HIPAA compliance, meaning its privacy and security programs meet or exceed U.S. government standards for protecting personal health information. The security is akin to those used by the banking industry. If you have any questions about security, privacy, or possible reason to believe that your interaction with Human API's website or services is no longer secure (e.g. you feel that your account's security may be compromised), please contact Human API immediately at security@humanapi.co

Does Human API store my Electronic Health Records (EHR)?

The core philosophy behind Human API is that you, the consumer, are always in control of all your health data. Human API will never share your data with a company unless you explicitly indicate you want to.

By connecting your providers via Human API, you are explicitly authorizing Human API to retrieve and share your health data on your behalf. You can stop sharing your data at any time.